

FIELD OPERATIONS BUREAU
Food Stamp Unit (FSU)

TRANSMITTAL NUMBER: 06-01

Date May 31, 2006

**TO: Members of the Food Assistance Action Committee
All Field Operations Bureau Staff**

SUBJECT/PURPOSE: QC Folder Documentation

RELATED REFERENCE: Transmittal 01-01(FS); FNS-310 Chapter 5; Sections 812.2, 831, 842, 860.1, 870.1, et seq

SUPERSEDES: None

EFFECTIVE DATE: Upon Receipt

BACKGROUND:

Food Stamp Unit (FSU) members' re-reviews of Active Sample Federal cases have revealed that progress has been made in the quality of work that has been submitted. However, it has been noticed that there are areas that still need to be addressed. Since areas in which improvements can be made differ from county to county, this transmittal addresses all portions of the submitted QC case record. In order to provide a short easy-to-use tool, this document lists each area of potential deficiency and then includes a series of "Yes/No" questions that the reviewer and Supervisor/re-reviewer can use to ensure case quality.

INSTRUCTIONS:

Use the following as a checklist to assist you in making sure the QC case folder has been completed properly.

Documentation/Verification (FNS Handbook Chapters 3, 5, et seq.)

1. Is ONLY the most current application that was used to certify the review month in the QC folder?
2. Do all case documents cover ONLY the certification period that was used to certify the review month and/or quarter, as appropriate, including the applicable QR-7(s)?
3. Does the QC folder contain the budget computation form reflecting the result of the review?
 - A. Are all CWD computation form(s) showing the impact of voluntary and/or mandatory change(s) in the folder?
 - B. TFS CASE: Is the CWD budget document reflecting the last month of CalWORKs receipt in the folder?

4. Are all income and resource related documents including IEVS reports for ALL household members on file? (FNS 310 section 512, 1021, 1031,1033)
5. Is the Household Composition verification in the folder? (This does not have to be a form)
 - A. Are the other documents related to household member movement in/out of the residence in the QC folder? (If necessary)
6. Are the SAVE and (if needed) IEVS reports and/or Department of Defense documents (as appropriate) in the folder?
7. Are all other case-specific documents in the folder? (such as residency, citizenship when questionable, resources for Non-categorically eligible households.)
8. Is one copy only of each document on file?

Narration: (FNS Handbook 310 Chapter 4)

1. Do ALL classes/elements contain narrative?
NOTE: Per FNS-310 Section 520: "Documentation must clearly show the basis for the reviewer's findings for EACH individual element." (Emphasis added)
2. Does the narrative describe the action(s) of the Eligibility Worker (EW)?
3. Does the analysis describe what the EW should have done or did incorrectly to create the variance?
 - A. Is the reviewer's determination of client or agency cause discussed?
4. Does the narrative describe the results discovered at the face-to-face interview?
5. Does the information from the interview conflict with that in the case record?
 - A. If "Yes", did the reviewer make and narrate a likely conclusion and reference the basis for this conclusion?
6. Did the reviewer "Footnote" his/her conclusion(s) by referencing QC folder documents?

Summary:

Does the narrative and QC folder stand alone so that a re-reviewer who has no knowledge of the case could:

- ◆ Read and understand case circumstances?
- ◆ Determine EW actions/inactions?
- ◆ Determine the results of the field review investigation?
- ◆ Determine the conclusions made by the reviewer?
- ◆ Determine why these conclusions were made? (with reference to supporting documentation)

INQUIRIES: Michael Bowman- Jones, Program Analyst

Original Signed by Hector Hernandez

Hector Hernandez, Chief
Field Operations Bureau